JOB DESCRIPTION

**Job Title:** Operations Lead OOH

**Reporting to:** Operations Manager

**Accountable to:** Senior Service Manager

**Location:** Southall (flexibility to travel to PCC sites as needed)

**Hours of Work:** 37.5 hours 37.5 hours (80-90% unsociable hours - including evenings, weekend and bank holidays )

**Job Summary:**

* To supervise the operations based in NW London OOH including the supervision of the co-ordinators and operational assistance
* To ensure the highest quality of service delivery for PPG patients, whilst maximising resource utilisation.
* To ensure the call centre meets all relevant CQC standards.
* To actively monitor, evaluate and report on service performance ensuring the business needs and National Quality Requirement (NQRs) are met.
* To monitor and evaluate the performance of staff by means of regular appraisals, audits, training and development activities necessary to provide a quality service.
* To provide support to the Operations Manager and ‘step-up’ during times of Operations Manager absence such as annual leave and sickness.

**Key Skills**

* Excellent communication and IT skills
* High Level of people management skills
* Compassionate with ability to interact well with team members, patients and healthcare professionals
* Work effectively and accurately using Word, Excel and PowerPoint.
* Have an understanding of the confidential nature of the work
* Ability to work to deadlines and prioritise work load
* Handle difficult situations in a calm, effective and professional manner
* Appropriate use of Microsoft Outlook and NHS Net email accounts to communicate both internally and externally.
* Ability to work effectively alone and as a member of a team

#### Duties and Responsibilities

* Responsible for recruitment, selection and induction including review of new Call centre staff, including their ongoing training
* Line management of Co-ordinators and Co-ordinator Assistants, in conjunction with PPG’s Human Resources Manager. This will include performance management, time-keeping, sickness/leave monitoring and advance adjustments to the rota and HR dashboard where necessary.
* Ensuring operational staff fully understands the importance of their role in ensuring effective, efficient, caring and positive delivery of service to the patients
* To ensure National Quality Requirements are met in a cost effective manner without compromise to quality
* To take ownership, review and action as appropriate the Assessment Pool performance and Call centre shift reports
* To be responsible for updating Adastra and communicate as appropriate with call centre team, SDM and Finance department any changes regarding practice/ message handling cover
* To ensure all updates internal and external to the service which are applicable to the Call centre team and effectively communicated with team.
* Ensuring that the call centre has adequate prescriptions and is adhering to the prescription management process at all times.
* To complete all breach reporting and provide weekly summaries to the London management team including plans on continuous improvement
* Carrying out annual appraisals, specific staff role and policy audits on all staff being line managed
* Maintaining communication links between different operational staff, managers, SDM and Medical Lead
* Working with Service Manager and Medical Lead and other managers/ supervisors so that operational matters and clinical issues do not conflict and are understood
* Ensure care and motivation of all call centre staff
* Responsible for the call centre rota, including active cases and ensuring cover. Where there are gaps in the rota it is the Operations Manager’s responsibility to provide senior management with an effective action plan.
* To investigate and respond to all operational Datix incidents and actions within the agreed timeframe.
* Ensure the call centre has an up to date procedural and policy manual. Identify the need for new policies and procedures where necessary and discussing with the management team.
* To prepare various statistical data for monthly reports on call centre as requested by Manger/SDM
* To maintain budgetary adherence within the call centre and attend regular meeting with SDM to review budgets
* To maintain at least 95% of LMS online training for all staff call centre staff
* To assist in the development, implementation and maintenance of an effective escalation policy within the Site
* Maintain an effective Business Continuity plan across the service.
* Undertake training to be a HSE Rep and to work with the local Health and Safety Leads to ensure the site remains compliant. Audit responsibilities in line with Care UK audit framework.
* To act as a resource for all staff with regard to IT systems within the site
* To ensure all security is maintained and monitored and IT security is followed by all call centre staff
* Promotion of an environment of patient focus and ongoing quality improvement.
* Ensuring strong links between the call centre, visiting service and the PCCs within the Care UK Organisation are maintained.
* Problem solving, and trouble-shooting according to the demands of any particular operational situation.
* To be proactive in developing an co-ordinating any new projects taken on by the organisation
* To demonstrate an accurate and professional attitude to all patients, surgeries and any other professional organisation
* To inform and update operational staff on operational changes and ensure changes are being followed
* Arranging quarterly team meetings and workshops, keeping records of these meetings and actions .
* To ensure the voice recording systems are managed and operational
* Local on call responsibilities for PPG in rotation with other supervisors/managers.
* To participate in the bronze on call rota
* Undertake any other work commensurate with the grade of the post

#### Relationships

* This post holder will report to the Operations Manager
* Working relationship with London Medical Lead and Management team
* Work closely with Patient Experience Leads and Audit Admin team

**Confidentiality**

All information obtained in the course of the post holder’s duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality.

General

The duties of this post are a guide to the range of responsibilities that may be required. These may change from time to time to meet the needs of the service and/or the development needs of the post holder.

This job description will be revised regularly to take account of changes within the organisational structure and Practice Plus Group`s business plan.

**Health and Safety at Work**

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Practice Plus Group to ensure that statutory and departmental safety regulations are adhered to.

All duties must be carried out in accordance with Practice Plus Group`s policies and procedures and with regard to Data Protection Act 1998.

**Equal Opportunities**

Practice Plus Group is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by Practice Plus Group.

**Smoking**

Practice Plus Group is a non-smoking organisation and you are therefore required not to smoke in any of the buildings where Practice Plus Group`s business is carried out.

**Travel to other sites**

You will be required to travel to other Practice Plus Group locations e.g. Colchester, London, Surrey.

**Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

**Other duties**

The post holder will be required to undertake any other duties according to the needs of the service. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. Any reasonable changes will be discussed and agreed with the post holder before any variations to the job description are made.

## PERSON SPECIFICATION

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| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **Comments** |
| **EDUCATION/**  **QUALIFICATIONS** | Good basic education  Management Qualification |  |  |
| **SPECIALIST**  **SKILLS/**  **ABILITIES** | Ability to make decisions under pressure  I.T. Literacy  Excellent knowledge of basic IT packages incl excel, word, PowerPoint  Ability to analyse capacity & demand to 95+% |  |  |
| **RELEVANT**  **EXPERIENCE** | Problem solving and troubleshooting experience.  Experience in management performance data on a weekly basis  Experience in line management of staff | Understanding of Integrated Urgent Care  Multi-site Management  Experience of staff development/succession planning |  |
| **KNOWLEDGE** | Good local geographical knowledge and map reading ability | Broad range of computer & telephone systems skills  Interpreting/analysing data skills |  |
| **QUALITIES/**  **DISPOSITION** | Good interpersonal skills  Caring and empathetic personality  Flexibility  Good communication skills  Consistency of approach to work.  Fairness in dealing with staff  Confidence in tackling problems |  |  |
| **OTHER**  **REQUIREMENTS** | Ability to travel across areas  Agreement to work unsocial hours |  |  |

**Additional Information:**

**Appraisal**

Practice Plus Group operates a system of individual performance review/appraisal for the purpose of agreeing performance objectives and discussing development needs in line with requirements of service need in the operational plan.

**Clinical Governance**

To have responsibility for a commitment to maintaining a high quality service to patients by continual development of Service in the light of research evidence and by audit, based against clinical relevant standards.

**Code of Conduct for Professional Group**

All members of staff are required to work in accordance with their professional group’s code of conduct (e.g. NMC, GMC, HPC).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

**Conflict of Interests**

You may not without the consent of Practice Plus Group engage in any outside employment and in accordance with Practice Plus Group Conflict of Interest Policy you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment position in Practice Plus Group. Interests that might appear to be in conflict should also be declared.

**Criminal Records Bureau**

It is a requirement of this position that a Criminal Records Bureau disclosure at the enhanced level is undertaken.

**Confidentiality**

The post holder is required not to disclose such information, particularly that relating to patients and staff. All employees are subject to the Data Protection Act 1998 and must not only maintain strict confidentiality in respect of patient and staff records, but the accuracy and integrity of the information contained within. The post holder must not at any time use personal data held by Practice Plus Group for any unauthorised purpose or disclosure such as data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of Practice Plus Group, unless expressly authorised to do so by Practice Plus Group. Further guidance on confidentiality is contained within Practice Plus Group Information Security Management System (ISMS).

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

**Education and Training**

Personal continuing professional development is encouraged and an annual appraisal system is in place to discuss CPD and ongoing objectives.

**Equal Opportunities**

The post holder is required at all times to carry out responsibilities with due regard to Practice Plus Group Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with Practice Plus Group.

**Health and Safety**

As an employee of Practice Plus Group, the postholder has a duty under the Health and Safety at Work Act 1974, to:-

Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.

Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Philosophy of Care**

We aim to provide a safe and clinically sound environment, where the immediate and urgent need of individuals using the centre is recognised and suitably skilled staff are available to see and treat the users of this service. To ensure that we meet the needs and expectations of the patient we provide a culture of continuing learning and development.

**Risk Management**

All members of staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to, co-operate with any investigation undertaken.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

**This job description is subject to regular review and appropriate modification.**

**I confirm I have read and understand this Job Description**

**Name of Postholder: ……………………………………**

**Signature: …………………………………...**

**Date: …………………………………...**